



Alpine Bank works hard to safeguard our customers' privacy and information. For this reason, we routinely encrypt email that contains certain text and numeric patterns that could be a social security number, account number, credit card information or other potentially sensitive content.

See the steps below to open an email that has been encrypted by Alpine Bank's email security.



1. Open the email sent by Alpine Bank. The link within the email is branded with the Alpine Bank logo. These links expire after 30 days, after which a new email must be sent.



2. Opening the "Click here" link will begin the registration process if the current email address is not yet known to the email security system. If the system recognizes the email address, the login page will be presented.



3. The registration dialog requires you to provide the following:

- a. A first and last name.
- b. A new password with:
 - 7-20 characters
 - At least one number, and
 - At least one special character, like these: @ # \$ %.
- c. A password recovery question and an answer.
- d. A six-digit security code is also required. This is sent in a separate email to the same email address.



4. Once the above steps are completed, the email is decrypted and displayed. The secure messages expire after 90 days.

This process is necessary just once. Subsequent encrypted email will require only your password in order to retrieve the email content.